

# **Kentucky Health Information Exchange**

## **Kentucky Online Gateway Reference Guide for KHIE Clinical Users**



Version 1.0

Last Updated: September 2019

## Table of Contents

Kentucky Online Gateway (KOG) Overview.....	4
Authorized Clinical User Functions .....	4
Creating a Kentucky Online Gateway (KOG) Account.....	4
KOG Account Validation .....	6
Mobile Phone Registration .....	8
Additional Login Activities .....	9
Password Recovery .....	9
Password Recovery via Email Address .....	9
Password Recovery via Mobile.....	12

## Revision History

Version No.	Date	Summary of Change
1.0	September 2019	Initial Version

## Kentucky Online Gateway (KOG) Overview

This Reference Guide provides instructions for setting up your Kentucky Online Gateway (KOG) account.

The Kentucky Health Information Exchange (KHIE) utilizes KOG to authenticate an individual is part of an organization which has a signed Participation Agreement with KHIE. KOG is a Single Sign On (SSO) tool used to access the data in KHIE via KHIE's clinical portal, the ePartnerViewer. To access the ePartnerViewer, authorized Clinical Users must establish a KOG account.

Your Organization has identified someone to act as the KHIE Organization Administrator (KHIE Admin). This person will be responsible for provisioning you and your Organization's other authorized users to gain access to KHIE and will assist you with training.

## Authorized Clinical User Functions

You have been identified as an authorized KHIE Clinical User and are required to create a KOG account. Once you create your account, you will be able to access the data in KHIE.

### Creating a Kentucky Online Gateway (KOG) Account

1. As the authorized Clinical User, you will receive an email invitation from your organization's KHIE Admin prompting you to create your account in KOG.
2. To get started, select the **Click here to complete the process** hyperlink that is contained in the email.

**This link is valid for 24-hours. If the link expires, your KHIE Admin must send you another invitation to create your account.**

From: KOG\_DoNotReply <[KOG\\_DoNotReply@ky.gov](mailto:KOG_DoNotReply@ky.gov)>

Sent: Monday, December 17, 2018 2:19 PM

To: Doe, John <[john.doe@test.gov](mailto:john.doe@test.gov)>

Subject: [EXT] Invitation to Authorized User

John Doe,

You have been invited to participate as a user in KHIE. Please follow the below instructions to gain access as a user for this organization.

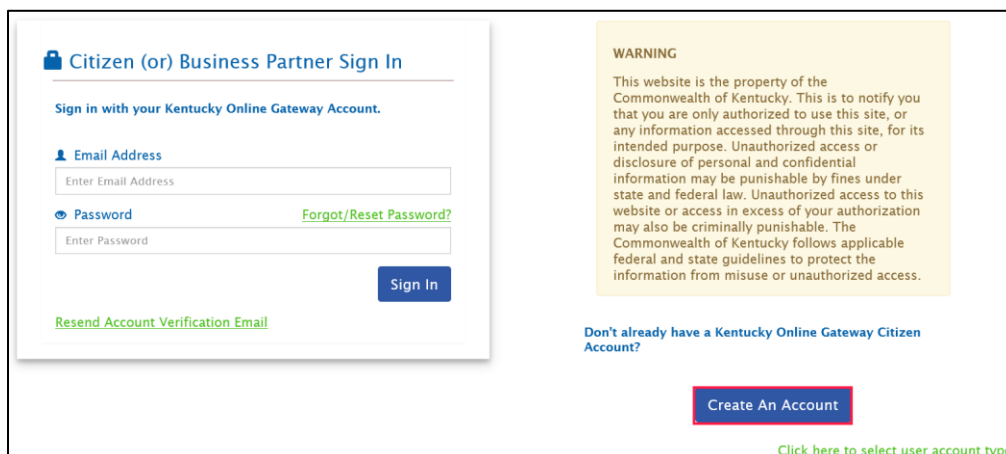
[Click here to complete the process.](#)

Kentucky Online Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

- You will be redirected to the KOG landing page. If you do not have an existing KOG account, click **Create An Account**.  
NOTE: If you already have an existing KOG account, login using the same email address that you used to register your account.



**Citizen (or) Business Partner Sign In**

Sign in with your Kentucky Online Gateway Account.

**Email Address**  
Enter Email Address

**Password**  
Enter Password

[Forgot/Reset Password?](#)

[Resend Account Verification Email](#)

**Sign In**

**WARNING**

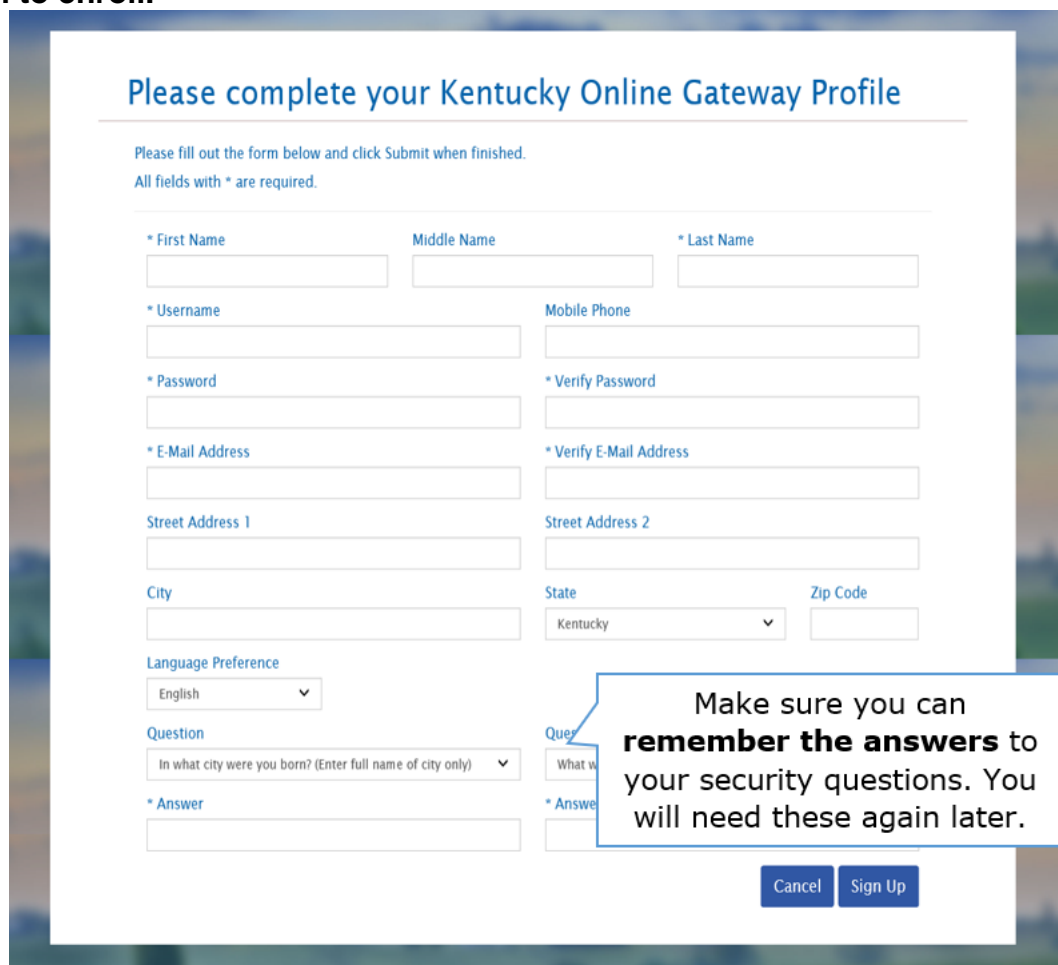
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

Don't already have a Kentucky Online Gateway Citizen Account?

**Create An Account**

[Click here to select user account type](#)

- Fill out all required fields marked with an asterisk (\*). When finished, click **Sign Up**. **You MUST register using the same email address from which you received the invitation to enroll.**



**Please complete your Kentucky Online Gateway Profile**

Please fill out the form below and click Submit when finished.  
All fields with \* are required.

\* First Name Middle Name \* Last Name

\* Username Mobile Phone

\* Password \* Verify Password

\* E-Mail Address \* Verify E-Mail Address

Street Address 1 Street Address 2

City State Zip Code

Language Preference

Question

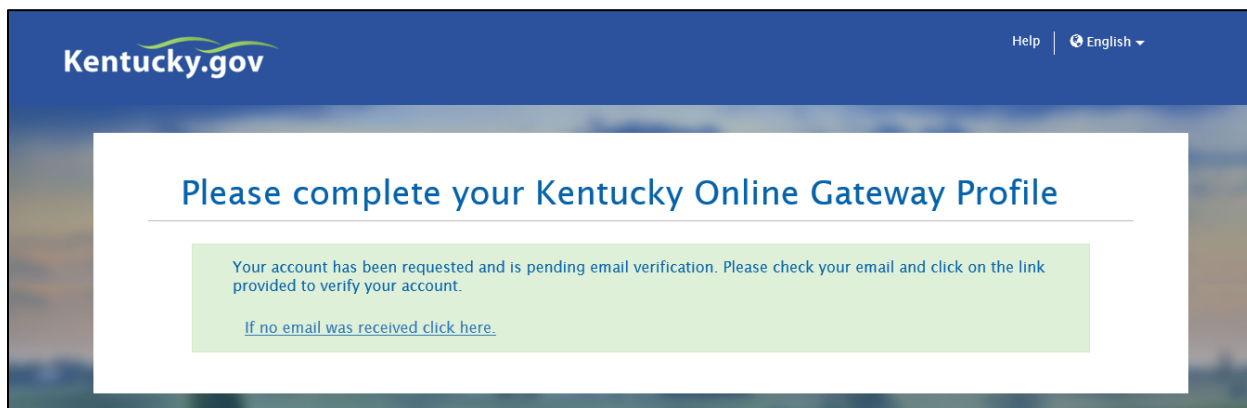
In what city were you born? (Enter full name of city only)

\* Answer

Make sure you can **remember the answers** to your security questions. You will need these again later.

**Cancel Sign Up**

5. The screen below displays. Your account is pending until you verify your account.

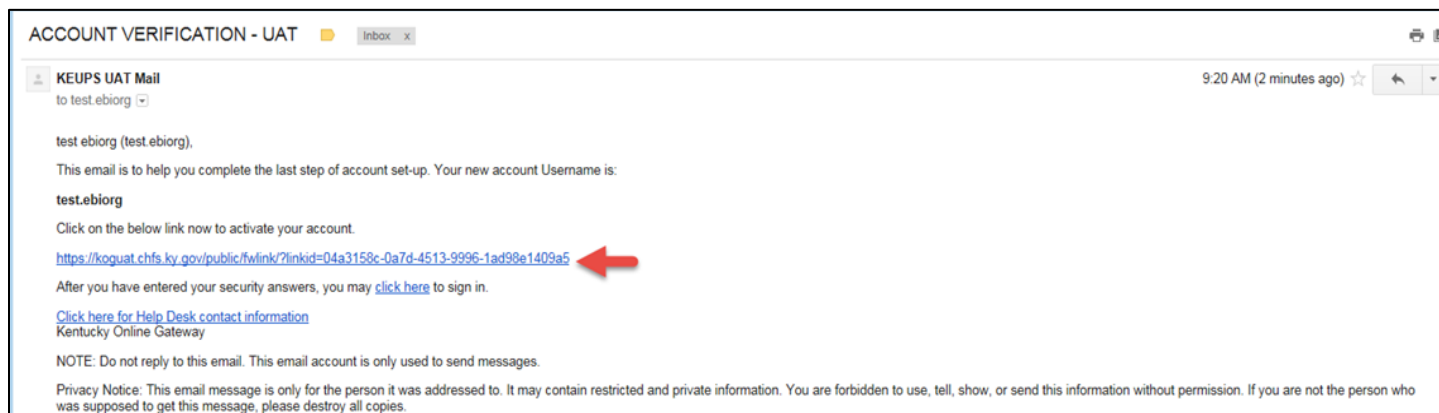


## KOG Account Validation

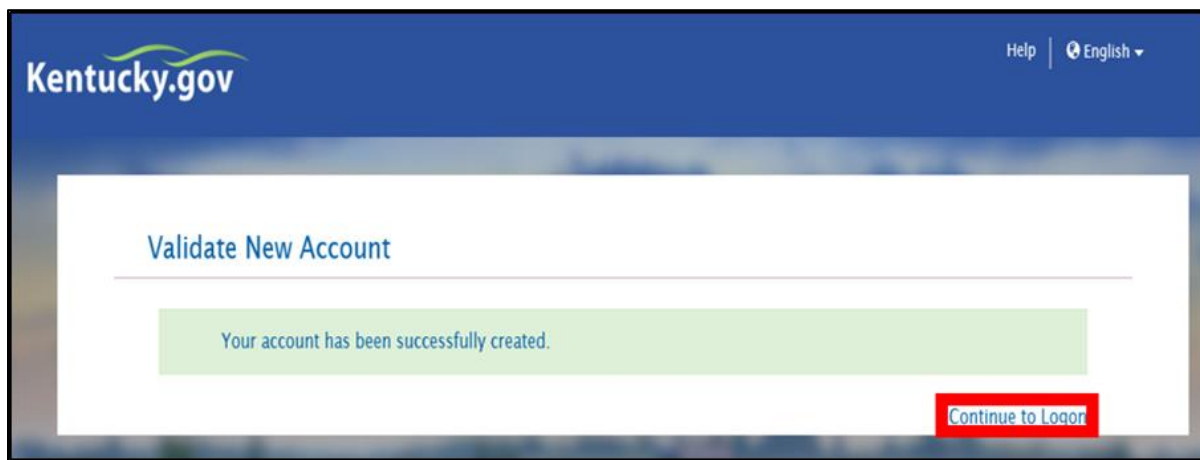
After completing your profile information, you will receive an email to verify your account.

Note: If you do not receive the email in your inbox, check your Junk and Spam folders.

1. Log into your email and click on the link provided in the email.



- You MUST click **Continue to Logon** to complete the account creation process.



- When you click **Continue to Login**, you will be redirected to the KOG landing page. The account creation process is complete.
- To access KHIE's ePartnerViewer, enter user credentials and click **Sign In**.

The screenshot shows the 'Citizen (or) Business Partner Sign In' page. The page has a white background with a blue header. The main content area contains a sign-in form with the following elements:

- Citizen (or) Business Partner Sign In** (Section Header)
- Sign in with your Kentucky Online Gateway Account.** (Text)
- Email Address** (Label) and  (Field)
- Password** (Label) and  (Field)
- [Forgot/Reset Password?](#) (Link)
- Sign In** (Button)
- [Resend Account Verification Email](#) (Link)

On the right side of the page, there is a yellow warning box with the following text:

**WARNING**  
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

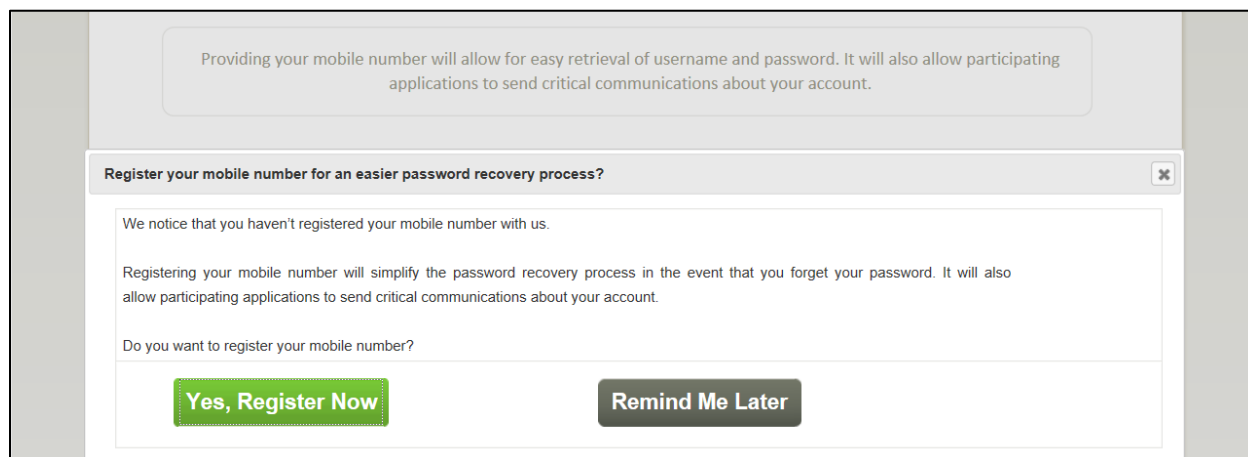
Below the warning box, there is a blue button labeled **Create An Account** and a link [Click here to select user account type](#).

## Mobile Phone Registration

When you first log in, you will be prompted to register your mobile phone number to make the password recovery process easier to complete in the future.

To register your mobile phone number, click **Yes, Register Now** and follow the prompts. Data rates may apply.

If you select **Remind Me Later**, go to My Account on the KOG landing page to register your mobile. Data rates may apply.



Providing your mobile number will allow for easy retrieval of username and password. It will also allow participating applications to send critical communications about your account.

**Register your mobile number for an easier password recovery process?**

We notice that you haven't registered your mobile number with us.

Registering your mobile number will simplify the password recovery process in the event that you forget your password. It will also allow participating applications to send critical communications about your account.

Do you want to register your mobile number?

**Yes, Register Now** **Remind Me Later**



## Additional Login Activities

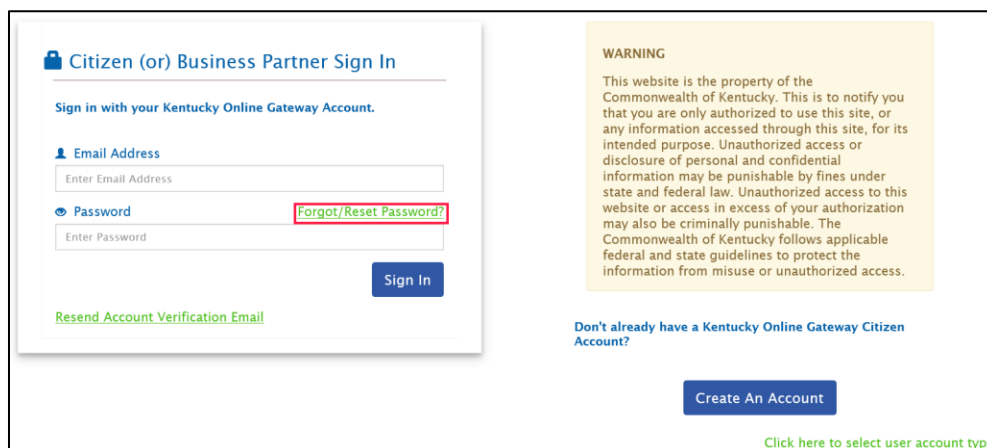
### Password Recovery

There are two ways to reset your password.

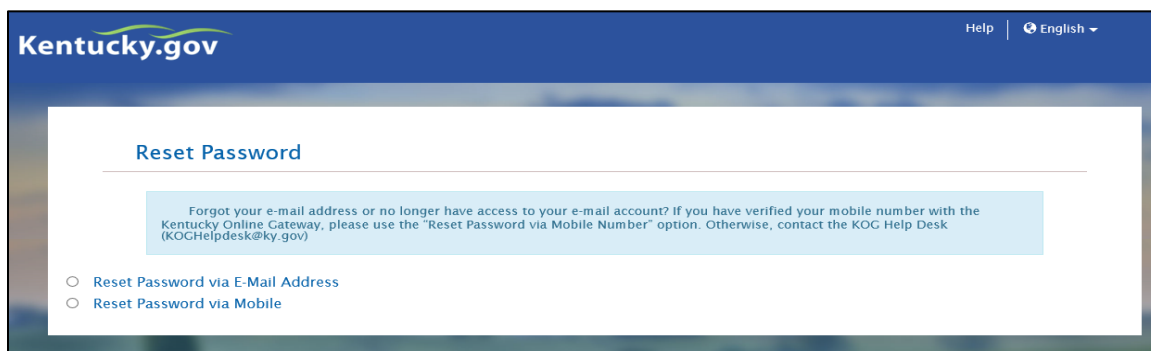
- **Reset Password via E-Mail Address**
- **Reset Password via Mobile**

### Password Recovery via Email Address

1. Navigate to the **KOG** home screen (<https://kog.chfs.ky.gov/>), and click **Forgot/Reset Password?**

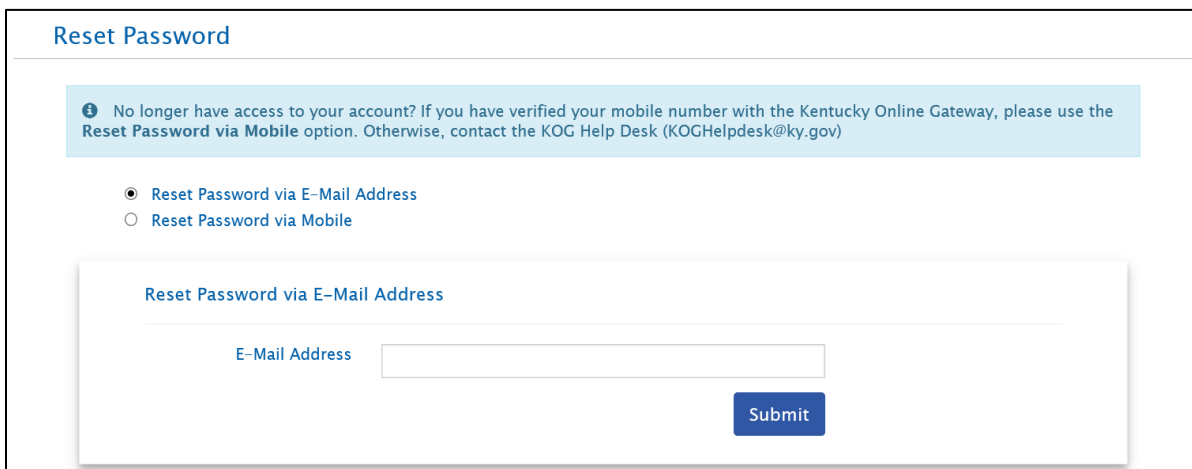


2. From the **Reset Password** screen, select: **Reset Password via E-Mail Address**.

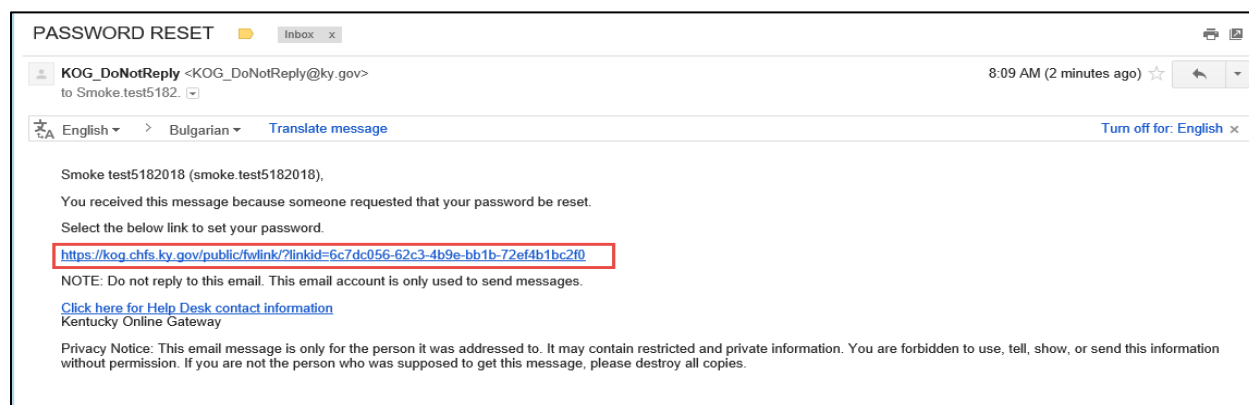


3. Enter the **Email Address that is linked to your KOG account**.  
Click **Submit**.

A 'success' message is displayed when the correct email is submitted. An email will be sent to the email address you provided.



4. Access your email account and look for an email from [KOGDoNotReply@ky.gov](mailto:KOGDoNotReply@ky.gov) titled **KOG Password Reset**. Click the **link provided in the email** to set the new password.



- After clicking the link in the Password Reset email, you will be redirected to KOG. Answer the **KOG security questions**, and click **Verify Account**.

Reset Password

If you are unable to provide the answers to these questions, you will need to contact the Help Desk for assistance.

Question

In what city were you born? (Enter full name of city only)

\* Answer

ky

Question

What was the name of your first pet?

\* Answer

ky|

Verify Account

- After you correctly answer the security questions, the **Reset Password** screen will display. Enter the new password, confirm the new password, and click **Change Password**.

Reset Password

Fill out the form below to reset your password. Your new password must:

- Have a length of at least 8 characters
- Contain at least one number
- Contain both lower and uppercase letters

New Password

Confirm Password

Change Password

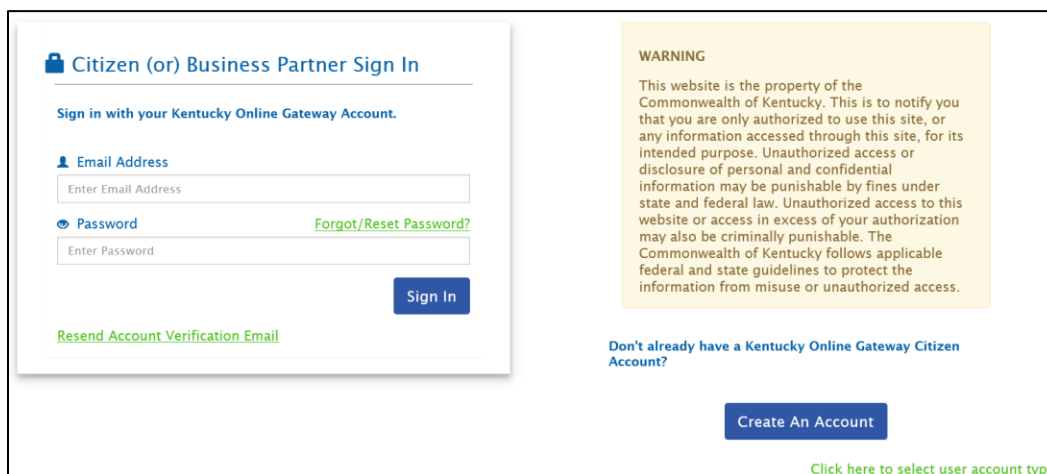
- A 'success' message displays noting that the password has been successfully changed. Click the **Sign in** button to proceed.

Reset Password

Your password has successfully been changed.

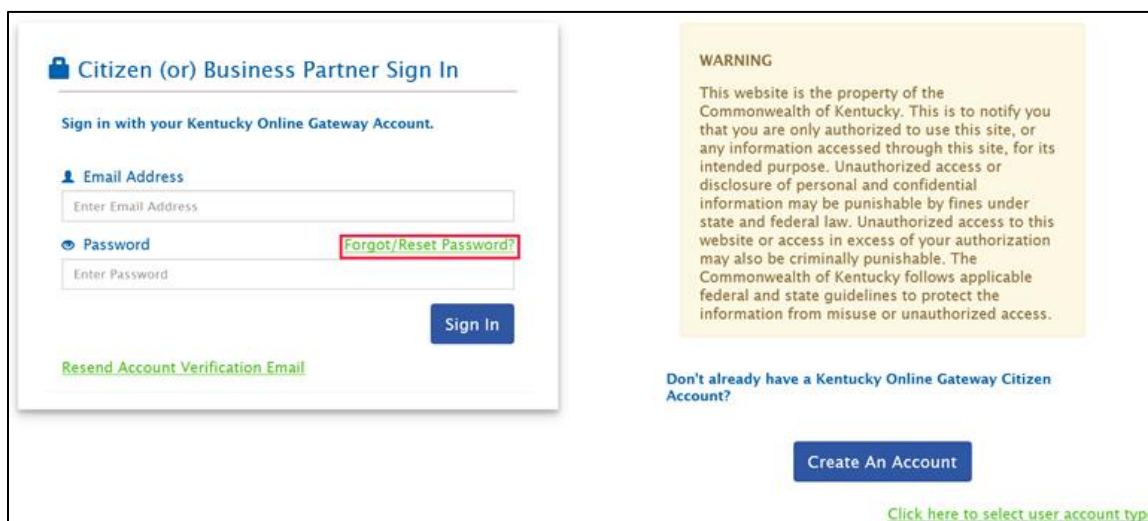
Sign in

- The Kentucky Online Gateway Login (<https://kog.chfs.ky.gov/>) page displays. To login, enter the email address and new password.

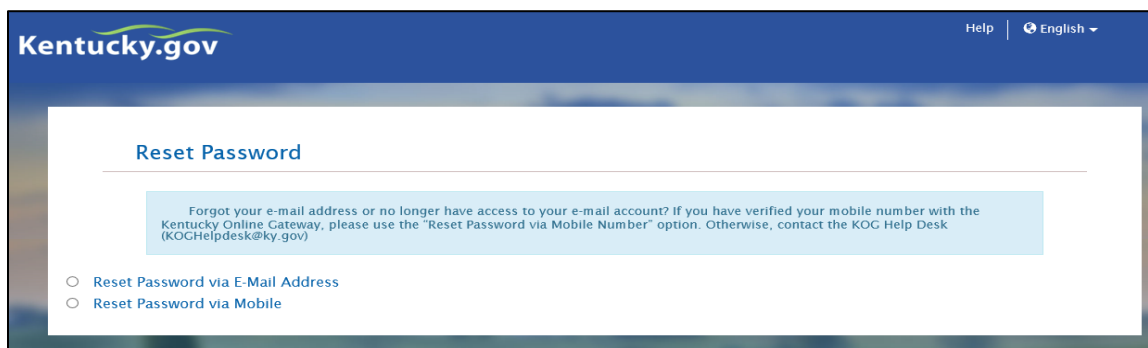


## Password Recovery via Mobile

- Navigate to the **KOG** home screen (<https://kog.chfs.ky.gov/>), and click **Forgot Password?**



- From the **Reset Password** screen, select: **Reset Password via Mobile.**



3. Enter your **Email Address** and the **mobile number associated with your account**. Click **Submit**.

Reset Password

❗ No longer have access to your account? If you have verified your mobile number with the Kentucky Online Gateway, please use the **Reset Password via Mobile** option. Otherwise, contact the KOG Help Desk (KOGHelpdesk@ky.gov)

☐ Reset Password via E-Mail Address  
☒ **Reset Password via Mobile**

Reset Password via Mobile

E-Mail Address

Mobile Number

ex: (555) 555 - 5555

Submit

**Disclaimer:**

- Standard Text Messaging and Data rates may apply.
- If you do not have an active plan with your cellular service provider and cannot receive text messages, please select the 'Reset Password via E-Mail Address' option above.

4. A one-time passcode will be sent as a text message to your mobile number.

Reset Password

✔ Your one-time passcode has been sent as a text message to your mobile number. You have 10 minutes to enter the passcode into the below field and click the "Validate & Verify" button.

❗ If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOGHelpdesk@ky.gov)

☐ Reset Password via E-Mail Address  
☒ **Reset Password via Mobile**

Verify Your Mobile Number

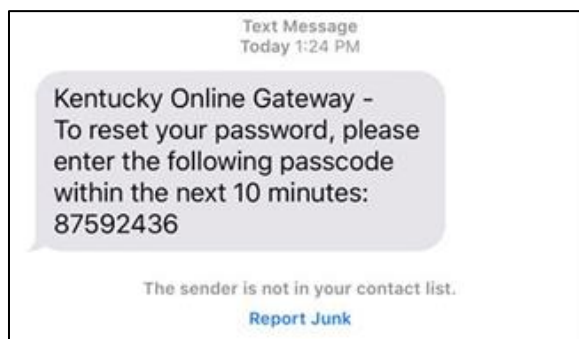
\* Mobile Number

Resend Passcode

\* Enter Passcode

Validate & Verify

5. Use your mobile device to obtain the one-time passcode that is located in the text message from KOG.



6. Re-enter your mobile number and the passcode. Click **Validate & Verify**.

**Reset Password**

✔ Your one-time passcode has been sent as a text message to your mobile number. You have 10 minutes to enter the passcode into the below field and click the "Validate & Verify" button.

ℹ If you forgot your email address or no longer have access to your email account, please contact the KOG Helpdesk (KOGHelpdesk@ky.gov)

☐ Reset Password via E-Mail Address  
☒ Reset Password via Mobile

**Verify Your Mobile Number**

\* Mobile Number: (606) 000-0000 [Resend Passcode](#)

\* Enter Passcode: 87592436 [Validate & Verify](#)

7. You will be prompted to answer the security questions associated with your account.

**Reset Password**

ℹ If you are unable to provide the answers to these questions, you will need to contact the Help Desk for assistance.

Question: In what city were you born? (Enter full name of city only)

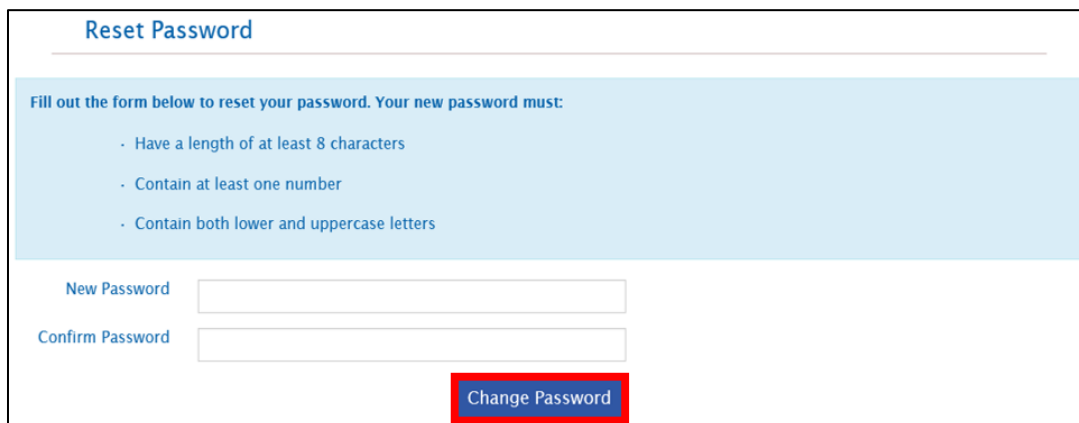
\* Answer: ky

Question: What was the name of your first pet?

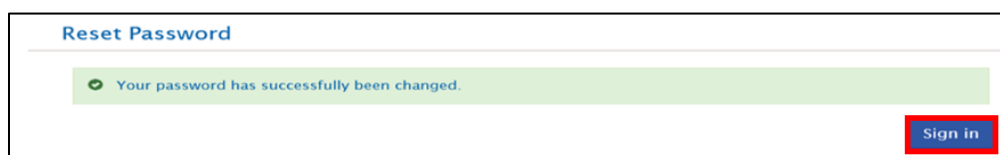
\* Answer: kyll

[Verify Account](#)

8. After you correctly answer the security questions, the **Reset Password** screen will display. Enter the new password, confirm the new password, and click **Change Password**.



9. A 'success' message displays noting that the password has been successfully changed. Click the **Sign in** button to proceed.



10. The Kentucky Online Gateway Login (<https://kog.chfs.ky.gov/>) page displays. To login, enter the email address and new password.

